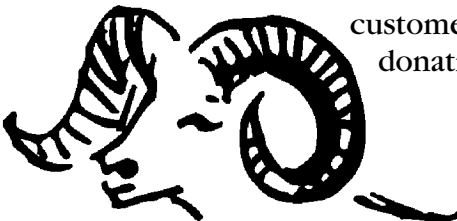


## Answering Your Questions

# How Much Has Been Collected for Open Space?

Several customers have called us asking how the collection of donations for open space are going. You may recall that in December of last year, the Mayor and City Council voted to add a place on Tucson Water bills where customers could make a donation to help purchase and protect open space inside the City. This money goes into a special account in the City of Tucson coffers until enough is collected to purchase property for preservation.

Since the program began in December of 2001, about \$11,000 has been received from customer donations.



## YOUR WATER Connection

News & Tips for Tucson Water Customers

**System Flushing Begins November 4<sup>th</sup>**

## Maintaining the Mains – 2002/2003

This winter, Tucson Water will once again be working to make your water system more efficient. The third year of Maintaining the Mains will begin in selected Tucson neighborhoods on November 4<sup>th</sup>.

Crews who are Maintaining the Mains flush water at high speeds through water mains by opening neighborhood fire hydrants. The water "scours" the neighborhood water system, removing naturally occurring sand, silt, and other sediments that can affect the quality of your water and shorten the life of water mains, valves, and other system facilities.

*Continued Inside*



## On the Water Front



During the past several years, Tucson Water has worked with you, our customers, to determine what kinds of services you want and what the best ways are for us to deliver those services to you. We believe

we've been very successful in following through on what you've told us and in improving our organization to provide services more effectively and efficiently. Tucson Water has done that, in part, by setting strategic goals and planning and implementing a program of self-improvement. We work hard to set goals, work toward them, and achieve them. We also try to keep you informed along the way so you know what your water utility is doing, why we're doing it, and what we've accomplished.

Recently I was asked by Jim Keene, Tucson's City Manager, to help bring this way of doing business to the entire City organization and help all City departments become more customer oriented. I will be working with other Department Directors in the City to help them achieve the same types of improvements in customer services that have been made at Tucson Water.

I'm excited about this opportunity, but I need to let you know, this will be a part-time job. While I'm assisting the City Manager's office, I will continue to serve you as Director of Tucson Water.

I'm proud of what we've accomplished at Tucson Water during the past few years. We couldn't have done it without the employees of your water utility – the ones truly responsible for those accomplishments. You certainly have a dedicated, professional group of people taking care of your water. We also couldn't have made the progress we have without you. Your support, advice, and trust have helped make these improvements possible. I'll keep you informed on the progress we make in this new effort and we'll soon be asking for your input on ways to improve City services.

David V. Modeer  
Director, Tucson Water

Visit the Tucson Water Web Site at <http://www.cityoftucson.org/water>

*The Water Connection* is produced by Tucson Water. To receive a copy, or to receive this information in Spanish, call 791-4331 or mail your request to: Customer Information, P.O. Box 27210, Tucson, AZ 85726-7210.



City of Tucson TTY number: 791-2639

Si usted desea este documento escrito en español, por favor, llame al 791-4331.

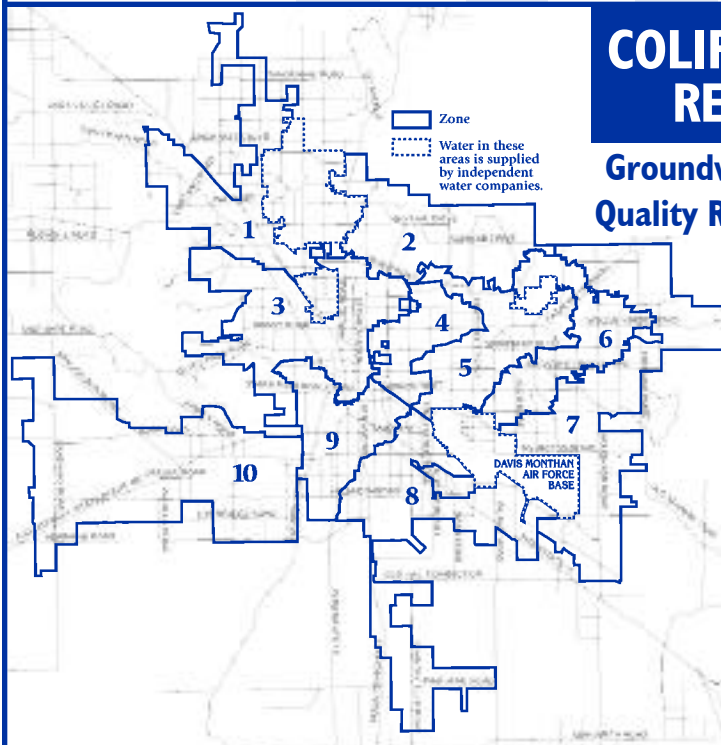
### Clearwater Quality Report - October 2002

39	Sodium (ppm)
281	Mineral Content (ppm)
77	Hardness (ppm)
8.1	pH (units)
Neg*	Coliform Bacteria
0.95	Chlorine level average (ppm)
85.5	Temp (deg F)

\* Values for September

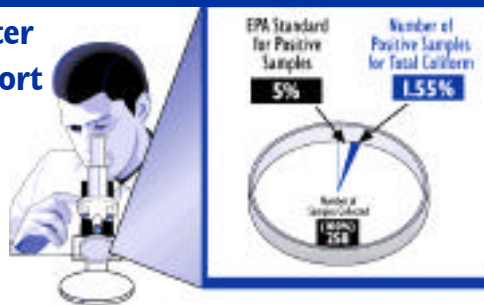
# GROUNDWATER QUALITY REPORT - August 2002

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (ppm)	Average Range	44 39-48	46 43-49	54 30-69	41 33-47	38 26-45	35 30-44	32 22-42	43 41-43	52 40-94	40 40-41	43 22-94
Mineral Content (ppm)	Average Range	411 177-606	292 274-310	346 198-633	247 192-300	256 176-302	249 205-291	237 178-300	340 296-440	266 215-365	219 212-237	281 176-633
Hardness (ppm)	Average Range	231 188-314	119 108-131	171 86-239	100 76-135	112 74-137	112 103-121	114 103-126	169 132-274	88 68-122	74 73-76	125 68-314
pH (units)	Average Range	7.5 7.1-8.1	7.8 7.5-8.1	7.8 7.4-8.1	7.8 7.3-8.1	7.6 7.0-8.0	7.7 7.1-8.1	7.7 7.1-8.0	7.5 7.3-7.7	7.8 7.3-8.2	7.8 7.5-7.9	7.7 7.0-8.2
Temperature (deg F)	Average Range	85 79-93	89 86-93	86 79-96	90 79-96	87 78-93	87 80-92	87 83-92	87 82-94	91 85-98	89 87-91	88 78-98

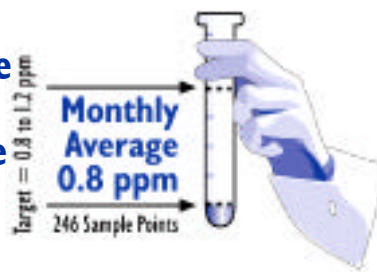


## COLIFORM BACTERIA TESTING RESULTS - August 2002

### Groundwater Quality Report



### Chlorine Level Average



**“PPM” means one part per million; 1 ppm = 1 teaspoon in 1,320 gallons**

To give you a more accurate measurement of the water quality in your neighborhood, the Tucson Water service area has been divided into 10 zones

based on differences in water pressure and water quality. For a detailed description of the zone boundaries, call 791-4331.

## System Flushing Begins November 4<sup>th</sup>

# Maintaining the Mains – 2002/2003

### When We Come to Your Neighborhood

While Maintaining the Mains crews are actually flushing the water system in your neighborhood, there may be a temporary reduction in your water pressure. This should not last for more than a few minutes. We only flush at night (7:00 P.M. – 5:00 A.M.) to minimize any inconvenience you might experience. If you have questions about Maintaining the Mains in your neighborhood, call 791-4331.

*Continued from  
Front Cover*

Maintaining the Mains also gives Tucson Water a chance to work with area Fire Departments to ensure all the neighborhood fire hydrants are operating properly.

“Preventive maintenance programs like Maintaining the Mains are the best ways to keep our water system reliable and make sure customers continue to receive high quality water,” says Britt Klein, who runs the program for Tucson Water.

### Wise Water Use and Maintaining the Mains

For many years, Tucson Water and its customers have been wise users of water. The Maintaining the Mains Program does flush water into the street, but, as Program Manager Britt Klein explains, “In the long run, the maintenance program will actually save water because it helps make the water system more efficient by keeping it clean and working properly.”

This program requires Tucson Water crews to release water into streets, washes or natural drainageways. Because of the high flow rates needed, the water must be unobstructed during the flushing procedure. Hoses cannot be used, and water cannot be loaded into trucks or tankers to be used elsewhere. Any sediment that is washed out of the lines would have to be cleaned out of the water truck before it could be used to provide emergency supplies of drinking water resulting in a greater total use of water.

### Fast Facts About Maintaining the Mains

**Dates:** November 2002 – April 2003

**Times:** 7:00 P.M. – 5:00 A.M.

**Locations:** See map on right

**Benefits:** Improves the operations of our water system, extends its operational life, and maintains the quality of the water flowing through the system.

